

Positive/Negative	Branch	Comment	Notes
Positive	Arabian	Jennifer was so friendly and helpful. I didn't realize I already had an account and she helped me return an overdue book. Very pleasant experience and love this library.	Will share this lovely comment with Jen Saunders and Stacie Williamson. Emailed patron to thank her for the comments.
Negative	Civic Center	submitted on yellow comment at CC 3/29/22: You should have a " service dogs only" sign by the entrance - not fair to those of us who didn't know. Thanks.	Noted. Exploring adding this as a vinyl window decal to CC Library entrances.
	Out of state	I have a copy of Mike Lawson's House Arrest with a Scottsdale Public Library barcode of 0000141909374. The barcode is marked out with a Sharpie, but there are no other indications that the book was discarded. I received it in an online book exchange. Do you want it back, or is it truly a discard? It is in very good shape.	Email sent on 3/30/22 at 4:00 - BR @ CC Hello and thank you for reaching out to the Scottsdale Public Library. The book was indeed officially deaccessioned so it is no longer part of our collection. Our apologies for the incomplete processing but it is free and clear yours. Enjoy your reading and thank you for supporting your local public library! sincerely, Bethany

Negative	All libraries	<p>Entered on a comment card at Mustang on 3/28/22.</p> <p>I found a book on display that was about a girl telling her parents she was a boy and then she went by Sam. While this might be helpful for parents whose child is struggling. It does not belong in the children's section. If the library is going to have accessible to young children that cause them to question their gender, please be sure to put that material in an obviously marked section.</p>	<p>Carrico, Mandy (3/30/2022 3:06 PM):</p> <p>I spoke to patron on the phone and listened to her concerns. Her main concerns were that the book talked specifically about a child pondering her gender identity and that if her kids read it, they would be confused. She thinks books for youth that talk about gender identity shouldn't feature a youth going through the process of questioning or "choosing" their gender and that the percentage of kids in this community this would help is not enough to display the material. I let her know that materials produced for youth are put into the youth section. I also let her know that we provide materials on all topics for all the individuals we serve in our community and that we believe there is value in telling diverse stories. I did let her know we have a process for patrons when they want material reviewed for moving it to another area of the collection and I emailed her the policy and form. I told her we would conduct a formal review of the book if she would like to go this route. Email below:</p> <p>Good afternoon Ms. _____,</p> <p>Thank you for taking the time to reach out and provide feedback regarding our collection. As we discussed on the phone, I have attached a copy of our Reconsideration of Library Materials form. You can drop it off at a library branch, mail it in, or fill it out, scan it, and email it back to me.</p> <p>If you need help with anything else or assistance with the form, please do not hesitate to contact me. Thanks and have a wonderful day!</p>
Positive	Mustang	<p>Entered from a comment card at Mustang 3/21/22.</p> <p>Awesome support and fantastic patron customer service. Whitney is awesome! Great help.</p>	<p>Zick, Medina (3/29/2022 10:10 AM):</p> <p>Patron asked for a response but handwriting was illegible. Unable to find him by name, address, email or phone in our system.</p>
	Call Center and Online Services	<p>The patron left two separate Comment Cards inside Appaloosa Library on 3/21/22.</p> <p>1. "Library System - Online Accts - Options/Flexibility: When on my account for saved searches the character box is not large enough to put the author and title of the book.</p>	<p>Larsen, Sky (3/25/2022 2:48 PM):</p> <p>_____,</p> <p>I am sorry that our schedules have not allowed us to speak by phone this week. Based on your last voice mail I thought I would try to leave you a detailed phone message with some further information, but I am unable to leave you a message. In the interest of getting the information to you, I'm using the email address that you also provided on your Comment Card. Please review the information below and let me know if I can be of any further assistance.</p> <p>Call Center Hours –</p>

		<p>Reading Requests/Reading Series Requests: There needs to be 2 - 3 separate reading lists. Example - All Read Request, Series Reading Requests, Books only Reading Request."</p> <p>2. "Call Center Hours: Call Centers shut off at 5:00pm. I am not able to call the library until after 5:30pm. These are not many employees at the branches and they would be able to easily answer a few questions."</p>	<p>We are not able to provide any additional hours due to current staffing levels. We do regularly review levels of service throughout the organization and Call Center coverage is definitely part of those reviews. If you do need staff assistance outside of the Call Center hours, you can submit an Ask a Librarian inquiry and that service point is covered 7 days a week. Here is the link to that form. https://www.scottsdalelibrary.org/services/ask-a-librarian</p> <p>Comments on Online Accounts and Reading Requests –</p> <p>You mention that the character box is not large enough to enter author and title information. Are you using a mobile device for searches? If so, I do know that the format on a mobile device is not the same as what is available on a laptop or desk top computer and we do not have the ability to make any changes to the format. If possible, I would suggest you try searching on a different device and see if that improves your experience. If this does not answer your question, you can certainly ask staff for assistance the next time you are in one of our buildings as it is sometimes easier to solve questions when we are side by side.</p> <p>With regard to your question about Reading Requests and Reading Series Requests, it is possible to have several lists on your account and they can each be labeled with different titles. An account can only have one Reading History and this is only keeping a list of what you have checked out if you have turned it on. The Reading History is not able to list if an item is part of a series as it only shows the title. If you are interested in keeping a list of series books that you have read, you could create a separate list and would then need to add those titles to the appropriate list.</p> <p>I hope that this helps to answer your questions. Please feel free to reach out to me if you would like to discuss further.</p> <p>Sincerely, Sky Larsen Branch Manager</p>
Negative	online	<p>I could not find THE PRIZE WINNERS AND OTHER STORIES by Bentley Turner. This title should be available to the patrons. Just a suggestion, thank you.</p>	<p>Carrico, Mandy (3/24/2022 1:48 PM): Noted and passed to collection management staff.</p>

	Appaloosa	<p>This comment was submitted on a yellow Comment Card inside Appaloosa Library on 3/22/22</p> <p>"Would love to support/discuss your little library at Sonoran Hills Park. We love (underlined) the little library! It has been a huge hit with the community! Recently it was vandalized. I wanted to make you aware. Would love to support getting a replacement. We even may have some little community helpers! My son and I also brought in a large donation of replacement books for that location. (smiley face)"</p>	<p>Larsen, Sky (3/23/2022 3:06 PM):</p> <p>3/22/22 Left a message for patron that I would refer her comments to the staff member who oversees the Books2Go libraries.</p> <p>3/23/22 Brandon informed me that he spoke to this patron this morning. (Sky Larsen)</p>
	Mustang	<p>Hello,</p> <p>I am submitting a request to bring the childrens toys out.</p> <p>After two years of hiding them, I'd like to know when they are planning on coming back out. The kids need to enjoy all of the experiences of the public libraries- including the toys. They look forward to them.</p> <p>Please let me know when they are planning to be back out to enjoy.</p> <p>Thank you and have a great day!</p>	<p>Zick, Medina (3/23/2022 4:57 PM):</p> <p>Good afternoon. Thank you for taking the time to share your comments with us. We are in the process of determining when services and some manipulatives can safely be added back to our libraries. We have a meeting next week to take a look at the COVID community spread levels and make some decisions based on that updated information. We are hopeful that we will be able to provide additional seating, computers, and manipulatives in the youth room in the very near future. We also have an exciting plan to add some new activities to our children's patio within the next few months.</p> <p>If you have any other questions or concerns, please let me know. Thank you for your patience and continued support of the library.</p>

Negative	Civic Center	<p>Hello,</p> <p>I am submitting a request to bring the childrens toys out.</p> <p>After two years of hiding them, I'd like to know when they are planning on coming back out. The kids need to enjoy all of the experiences of the public libraries- including the toys. They look forward to them.</p> <p>Please let me know when they are planning to be back out to enjoy.</p> <p>Thank you and have a great day!</p>	<p>Jones, Erin (4/4/2022 10:24 AM):</p> <p>Follow up email to patron:</p> <p>Good Morning,</p> <p>I wanted to follow up to let you know that the toys in the Early Learning areas at all Scottsdale Public Library locations will be reintroduced on Sunday, May 1st.</p> <p>Please let me know if I can be of any additional assistance and thanks again for taking the time to share your feedback.</p> <p>Jones, Erin (3/30/2022 12:26 PM):</p> <p>Good Afternoon Ms. _____,</p> <p>Thank-you for reaching out with your request regarding the return of toys in the Youth Room at Civic Center Library. I agree that the early learning toys are a valuable part of the library experience for children and families. They are an element that encourages library patrons to stay, play, and interact during their library visit, making the library a valuable community destination that is accessible to all at no charge. Your request is quite timely as this is part of an active discussion among Library Management as we continue to bring back services that were paused during the worst of the pandemic. This topic will be discussed at a meeting later this week as a matter of fact. Once a decision has been made I would be happy to follow back up with you to provide an update.</p> <p>Kind Regards,</p> <p>Erin P. Jones</p>
Positive	Digital-Overdrive	<p>I really want to thank the library for the digital library. I am wheelchair-bound and am unable to get to any physical location. Overdrive is a lifesaver.</p> <p>I also want to thank SPL for allowing me to renew my card online. I especially appreciate the instructions for properly formatting the photo.</p> <p>Thank you. Very Respectfully, Richard Gladys</p>	<p>Carrico, Mandy (3/22/2022 8:51 AM):</p> <p>Noted with pleasure.</p>
Negative	All libraries	<p>Submitted on a comment card on 3/20/22.</p> <p>Who ever orders the new movies is doing a terrible terrible job. All garbage for</p>	<p>Jones, Rebekka (3/21/2022 3:33 PM):</p> <p>Noted</p>

		any age group. Waste of taxpayer money. Needs to be replaced.	
Negative	All libraries	<p>Entered from a comment card at Mustang on 3/19/22. Patron primarily uses Arabian/Appaloosa but came to Mustang to view the Business Journal.</p> <p>Phoenix Business Journal has a lot of important articles about business/development issues in Scottsdale and the Valley, not available elsewhere. All branches should carry the print and electronic editions.</p>	<p>Jones, Rebekka (3/21/2022 11:47 AM):</p> <p>Hello, Thank you for your feedback regarding the Phoenix Business Journal. While Appaloosa and Arabian were closed for anything other than drive thru services, all magazine subscriptions were stopped. Now that they are open to the public again, we have begun adding back titles as the budget allows. Phoenix Business Journal is on the list of titles to be added back, most likely in the new fiscal year which starts in July.</p> <p>Regards, Rebekka Jones Collection Management Coordinator Scottsdale Public Library rejones@scottsdaleaz.gov</p>
Positive	Mustang	<p>Entered from a comment card submitted 3/14/22.</p> <p>All whom I have encountered have been so professional and helpful. Diana was the one assisting me on numerous items, renewing my relationship with Mustang Scottsdale library with a new membership; helping me sign up for study rooms; getting me flyers and booklets on events/activities. The customer service desk provided and explained how the membership works. Everyone is so professional, helpful and patient. I really appreciated that!</p> <p>(Please text response)</p>	<p>Zick, Medina (3/14/2022 5:13 PM):</p> <p>Thanked the patron in person. No further contact requested.</p>

Neutral	Donation	<p>Would the library be able to take a collection of National Geographics? If not, any suggestions? Thank You.</p>	<p>Carrico, Mandy (3/15/2022 11:06 AM): Ray Ceo contacted the patron by email: Hello, I received a message to contact you regarding your collection of National Geographic's that you would like to donate to the library. We currently only accept the current year of National Geographic (so anything from 2021 to present). You can read more about what we accept as donations here: Scottsdale Public Library - Material Donations (scottsdalelibrary.org). If you have older National Geographic's, I would recommend recycling them, as I do not know of any place that does accept older copies. Hopefully that answers your question. If you have any additional questions, please feel free to reach out to me. Thank you and have a great day! Sincerely, Ray Ceo Jr</p>
Negative	Book Drops	<p>Submitted on a comment card on 3/1/22.</p> <p>Need to bring services back to Palomino. At least a book drop - park/fire station -- inconvenient!!</p>	<p>Carrico, Mandy (3/9/2022 2:34 PM): I spoke to Ms. _____ and she reiterated her opinions on the card. I let her know that SUSD and City of Scottsdale ended their agreement and that is why there are no library services, including the book drop, on SUSD property. She made a suggestion to move it to another park. I thanked her for her suggestion and also invited her to participate in our open SPL survey. I let her know that her feedback here was very helpful and would also be helpful in the survey. I explained that trends in patron feedback guide our direction. She thanked me for listening to her and agreed to also participate in the survey. The follow up email I sent to her is included below: Hi _____, Thanks again for taking the time out to provide feedback to the Scottsdale Public Library. I have the email link to the survey below. We love that kind of input as we plan for the future and look to see where feedback trends take us. It's about five minutes to complete and does include a question on service gaps. Your response is very appreciated! Have a great day and please do reach out if you have any other questions or suggestions.</p>
Positive	All Libraries	<p>Submitted on a comment card 2/23/22</p> <p>Great Libraries. Please ask folks to take phone calls outside.</p>	<p>Zick, Medina (3/8/2022 1:38 PM): No response requested.</p>

Negative	Mustang	Submitted on a comment card 3/2/22 Definitely need some white noise. Too quiet---then any noise is way too loud.	Zick, Medina (3/8/2022 1:09 PM): No response requested.
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